



Service Members Empowered Through Technology



MILITARY PAY INFORMATION LINE

WHAT INFORMATION IS ON THE MILITARY PAY INFORMATION LINE?

The Military Pay Information Line provides service members access to their pay information. By using a Personal

Identification Number (PIN), your Social Security Number (SSN), and a touch tone telephone, you will be able to use the Interactive Voice Response System (IVRS) to access your pay information 24 hours a day.

You may also access the IVRS using your myPay PIN.

If you do not have access, you will be issued a temporary PIN to initially access the system. The PIN must be changed within 120 days of issuance. You may call the IVRS toll free (within CONUS) or through DSN. You will be asked for your SSN and PIN to access the following information.

- Active Duty
 - Net Pay
 - Direct Deposit
 - Allotment Information
 - Bond Information
 - Tax Information
 - Leave Balance Information

Reserve and National Guard

- Net Pay, Direct Deposit Information (current and previous)
- SGLI Election Information
- Tax Information

Recently Separated Service Members

- Final Account Audit Status
- W2 Information

All Callers Will Also Be Able To Access General Information On The Following Areas:

- Non-receipt of allotments
- Information on bonds in safekeeping
- Reporting procedures for lost or stolen bonds
- Inquiries regarding estimated earnings for purposes of civilian retirement
- Direct access to a bond technician

All service members will begin at main menu (IVRS access keys) and be routed to the menu upon their current status.

IVRS Access Keys

Press 1: if you are the member inquiring about specific pay account information
Press 2: all other inquiries

Active Duty Quick Key Access

Press 1: for net pay/direct deposit
Press 2: for allotments and bonds
Press 3: for W2 and tax information
Press 4: for leave information
Press 5: for garnishment information
Press 6: for office symbol and address (Air Force use only)

Reserve/National Guard Quick Key Access

Press 1: for net pay/direct deposit
Press 2: for W2 and tax information
Press 3: for SGLI information

Press 4: for information on changing direct deposit

Separatee Quick Key Access

Press 1: for information regarding final account audit status
Press 2: for W2 information
Press 7: to repeat information
Press 9: to return to the main menu



VISIT OUR WEB SITE

Explore our public Internet site,
<http://www.dod.mil/dfas>. Easy to navigate, it is
designed to provide information and news about
DFAS programs, including IVRS.

24 HOUR AUTOMATED ACCESS

Toll Free 888 332.7411
DSN 580.5096

Questions Related to PIN Problems?

Call the Centralized Customer Support Office at
800 390.2348 between 7 a.m. and 6:30 p.m.
EST for assistance.

Garnishment

866 859.1845

Military Pay Information Line

Interactive Voice Response System

IVRS



Produced by the Corporate Communications Directorate
Defense Finance and Accounting Service
www.dod.mil/dfas
email: askdfas@dfas.mil
05-0505